

Model 28021 Series
5.8 GHz Cordless Handset
Speakerphone System
User's Guide



The telephone company may make changes in its communications facilities, equipment, operations or procedures where such action is required in the operation of its business and not inconsistent with FCC Rules and Regulations. If these changes are expected to affect the use or performance of your telephone equipment, the telephone company must give you adequate notice, in writing, to allow you to maintain uninterrupted service.

Interference Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference; and (2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

Privacy of Communications may not be ensured when using this product.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna that is, the antenna for radio or television that is "receiving" the interference.
- Reorient or relocate and increase the separation between the telecommunications equipment and receiving antenna.
- Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.

If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the Federal Communications Commission has prepared a helpful booklet, "How to Identify and Resolve Radio/TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402. Please specify stock number 004-000-00345-4 when ordering copies.

Notice: The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Hearing Aid Compatibility (HAC)

This telephone system meets FCC standards for Hearing Aid Compatibility.

Licensing

Licensed under RF Patent 6,427,009.

FCC RF Radiation Exposure Statement

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

For body worn operation, this phone has been tested and meets the FCC RF exposure guidelines when used with the belt clip supplied with this product. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

CAUTION:
RISK OF ELECTRICAL SHOCK
DO NOT OPEN

CAUTION:
TO REDUCE THE RISK OF ELECTRICAL SHOCK, DO NOT REMOVE COVER OR BACK. NO USER SERVICEABLE PARTS INSIDE. REFER SERVICE TO QUALIFIED SERVICE PERSONNEL.

CAUTION:
THE EXCLAMATION POINT WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF DANGEROUS INSTRUCTIONS ACCOMPANYING THE PRODUCT.

WARNING: TO PREVENT FIRE OR ELECTRICAL SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.

SEE MARKING ON BOTTOM / BACK OF PRODUCT

Introduction

CAUTION: When using telephone equipment, there are basic safety instructions that should always be followed. Refer to the IMPORTANT SAFETY INSTRUCTIONS provided with this product and save them for future reference.

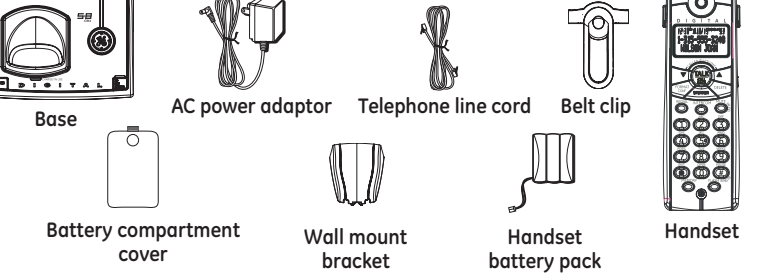
IMPORTANT: Because cordless phones operate on electricity, you should have at least one phone in your home that isn't cordless, in case the power in your home goes out.

NOTE: This unit only supports tone dialing, it does not support pulse dialing.

Before You Begin

Parts Checklist (for 28021x1 model)

Make sure your package includes the items shown here.



Model 28021
00007425 (Rev. 2 Dom E)
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Indianapolis, IN 46290-1024
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For **Model 28021x2** there will be **ONE** additional handset, charge cradle, belt clip, battery pack and cover than shown above.

For **Model 28021x3** there will be **TWO** additional handsets, charge cradles, belt clips, battery packs and covers than shown above.

For **Model 28021x4** there will be **THREE** additional handsets, charge cradles, belt clips, battery packs and covers than shown above.

Telephone Jack Requirements

To use this phone, you need an RJ11C type modular telephone jack, which might look like the one pictured here, installed in your home. If you don't have a modular jack, call your local phone company to find out how to get one installed.

Installation

Digital Security System

Your cordless phone uses a digital security system to protect against false ringing, unauthorized access, and charges to your phone line.

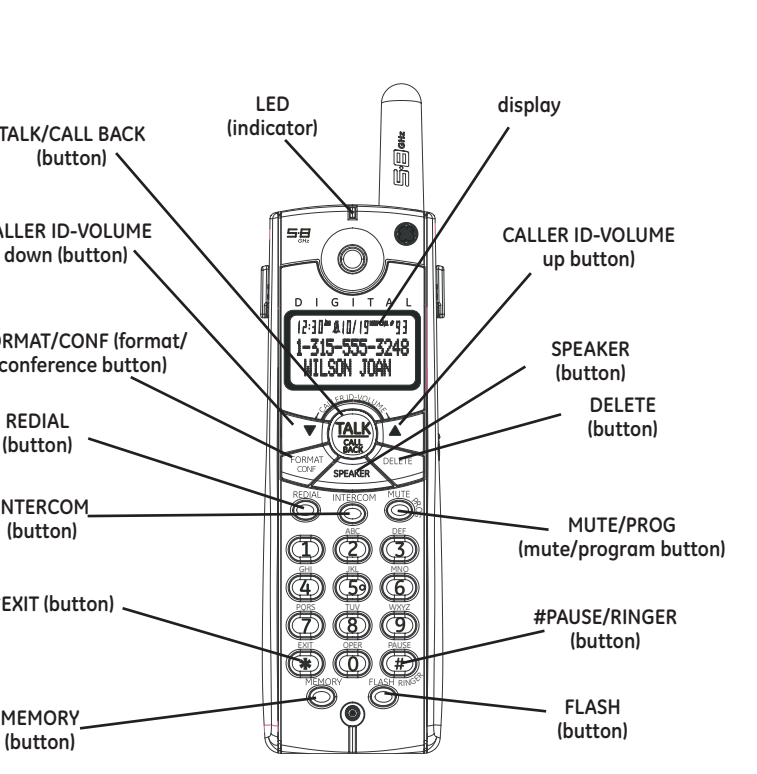
INSTALLATION NOTE: Some cordless telephones operate at frequencies that may cause or receive interference with nearby TVs, microwave ovens, and VCRs. To minimize or prevent such interference, the base of the cordless telephone should not be placed near or on top of a TV, microwave ovens, or VCR. If such interference continues, move the cordless telephone farther away from these appliances.

Certain other communications devices may also use the 5.8 GHz frequency for communication, and, if not properly set, these devices may interfere with each other and/or your new telephone. If you are concerned with interference, please refer to the owner's manual for these devices on how to properly set channels to avoid interference. Typical devices that may use the 5.8 GHz frequency for communication include wireless audio/video senders, wireless computer networks, multi-handset cordless telephone systems, and some long-range cordless telephone systems.

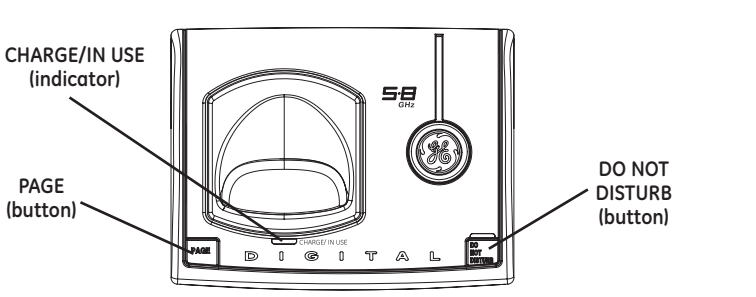
Important Installation Guidelines

- Avoid sources of noise and heat, such as motors, fluorescent lighting, microwave ovens, heating appliances and direct sunlight.
- Avoid areas of excessive dust, moisture and low temperature.
- Avoid other cordless telephones or personal computers.
- Never install telephone wiring during a lightning storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch non-insulated telephone wires or terminals, unless the telephone line has been disconnected at the network interface.
- Never touch non-insulated telephone wires or terminals, unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.

Handset Layout



Base Layout



Installing the Phone

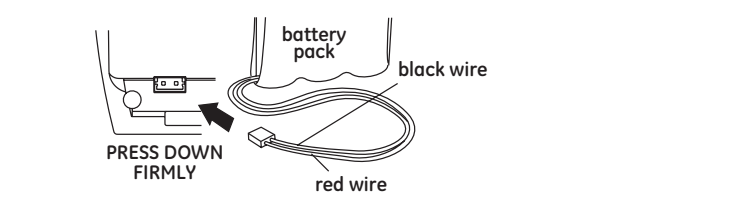
Installing the Handset Battery

NOTE: You must connect the handset battery before use.

CAUTION: To reduce the risk of fire or personal injury, use only the Thomson Inc. approved Nickel-metal Hydride (Ni-MH) battery model 5-2660, that is compatible with this unit.

1. Locate battery and battery door which are packaged together inside a plastic bag and are separate from the handset.
2. Separate the battery compartment on the back of the handset.
3. Plug the battery pack cord into the jack inside the compartment.

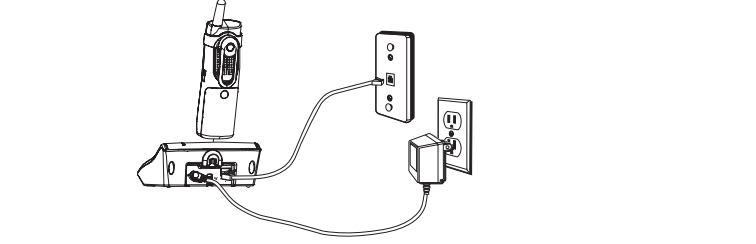
NOTE: To ensure proper battery installation, the connector is keyed and can be inserted only one way.



4. Insert the battery pack.
5. Close the battery compartment by pushing the door up until it snaps into place.

Base Setup

1. Choose an area near an electrical outlet and a telephone wall jack (RJ11C), and place your cordless telephone on a level surface, such as a desktop or tabletop, or you may mount it on the wall.
2. Plug one end of the telephone line cord into the TEL LINE jack on the bottom of the base and the other end into a modular jack.



3. Plug the AC power adaptor into the electrical outlet and the DC connector into the jack on the bottom of the base.
4. Place the handset in the base cradle. The charge/in use indicator turns on, verifying the battery is charging.
5. Allow the phone to charge for 16 hours prior to first use. If you don't properly charge the phone, battery performance is compromised.

CAUTION: To reduce risk of personal injury, fire, or damage use only the 5-2759 power adaptor listed in the user's guide. This power adaptor is intended to be correctly orientated in a vertical or floor mount position.

Wall Mounting

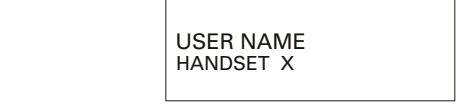
1. Turn the base over.
2. Attach the wall mounting pedestal by first inserting the tabs on the open edge of the pedestal into the slots on the lower portion of the bottom of the base. Then push down and snap the pedestal into place.
3. Slip the mounting holes (on the back of the base) over the wall plate posts, and slide the unit down into place. (Wall plate not included.)

NOTE: If desired, gather the extra telephone line and power adaptor cord and store inside the wall mounting bracket.

Programming the Telephone

Standby Screen

The handset displays the handset number and user name.

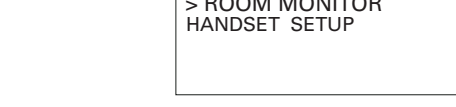


Programming Functions

The system uses a menu structure to give you access to all of the built-in features. You may program the following items in main menu: Room Monitor and Handset Setup.

Room Monitor (applicable only with additional handsets)

1. Make sure your phone is **OFF** (not in talk mode).
2. Press the MUTE/PROG button to go to the main menu.
3. Press CALLER ID-VOLUME (▼ or ▲) button to scroll to **ROOM MONITOR**.
4. Press MUTE/PROG button to enter **ROOM MONITOR** menu. **ROOM MONITOR EXTENSION?** shows in the display.



5. Use the touch tone pad to enter the handset number to be monitored, either 1 or 2.

NOTE: When this phone system is expanded up to 4 handsets by purchase of optional Model 28001 handset with recharge cradle, handsets are named HANDSET 1, HANDSET 2, HANDSET 3 and HANDSET 4 respectively.

The receiving handset will turn on the microphone and the originating handset will turn on the speakerphone to monitor sound from the receiving handset.

NOTE: For room monitoring mode to work, the originating handset must NOT be on the cradle.

NOTE: While in room monitoring mode, the handsets will emit an alert tone approximately every 5 seconds if there is an incoming call. You may press the SPEAKER button to quit room monitor and answer the call.

NOTE: While in room monitoring mode, the originating handset can be switched to monitor by handset earpiece by pressing the TALK/CALL BACK button once. Switch back to speakerphone by pressing the SPEAKER button once.

NOTE: Press the *EXIT button on the handset to exit room monitor mode.

Handset Setup

1. Make sure your phone is **OFF** (not in talk mode).
2. Press the MUTE/PROG button to go to the main menu.
3. Press CALLER ID-VOLUME (▼ or ▲) button to scroll to **HANDSET SETUP**.
4. Press MUTE/PROG button to confirm and you may program the following items: Language, Handset Name, Ringer Tone, Ringer Volume, VIP Melody, Key Tone, Area Code, Registration, De-registration and Default Setting.
5. Press CALLER ID-VOLUME (▼ or ▲) button to select from melody 01 to melody 10 (a testing tone is generated while making melody selection)
6. Press MUTE/PROG button to confirm.

NOTE: During programming, you may press the *EXIT button at any time to exit the sub-menu and return to the menu.

Language

- From the Handset Setup Menu:
1. Press the CALLER ID-VOLUME (▼ or ▲) button to scroll to the SET LANGUAGE sub-menu.
 2. Press MUTE/PROG button to enter the menu. **SET LANGUAGE ▶ IENG 2FRA 3ESP** shows in the display. The default setting is **IENG**.

3. Use the touch tone pad on the handset to select **1ENG**, **2FRA**, **3ESP** or use the CALLER ID-VOLUME (▼ or ▲) button to scroll to the desired language.

4. Press the MUTE/PROG button to save your selection. You will hear a confirmation tone and the selected language shows in the display.

Handset Name

- From the Handset Setup Menu:
1. Press the CALLER ID-VOLUME (▼ or ▲) button to scroll to the HANDSET NAME sub-menu.
 2. Press MUTE/PROG button to enter the menu. **HANDSET NAME** shows in the display. The default setting is **HANDSET #**.

3. Use the touch-tone pad to enter a name up to 15 characters. More than one letter is stored in each of the number keys. For example, to enter Bill Smith, press the 2 key twice for the letter B. Press the 4 key 3 times for the letter I. Press the 5 key 3 times for the letter L. Press the 5 key 3 times for the second letter I, and press the 1 key to insert a space between the first and last name. Press the 7 key 4 times for the letter S; press the 6 key once for the letter M; press the 4 key 3 times for the letter I; press the 8 key for the letter T; press the 4 key twice for the letter H.

NOTE: If you make a mistake, use the DELETE button to backspace and delete one character at a time.

4. Press the MUTE/PROG button to save your name. You will hear a confirmation tone and the handset name shows in the display.

Ringer Tone

You may choose from ten different ringer tones and ten different melodies.

From the Handset Setup Menu:

1. Press the CALLER ID-VOLUME (▼ or ▲) button to scroll to the RINGER TONE sub-menu. The default setting is 01.
2. Press MUTE/PROG button to enter the menu. **SET RINGER TONE 01** shows in the display.
3. Use the CALLER ID-VOLUME (▼ or ▲) button to scroll to the desired setting (1 through 20). You will hear a sample of the ringer tone/melody you select.
4. Press the MUTE/PROG button to save your selection. You will hear a confirmation tone and the selected ringer tone shows in the display.

NOTE: You must have the Ringer Volume set to ON for ring tone to signal an incoming call.

Ringer Volume

From the Handset Setup Menu:

1. Press the CALLER ID-VOLUME (▼ or ▲) button to scroll to the RINGER VOLUME sub-menu.
2. Press MUTE/PROG button to enter the menu. **SET RINGER ▶ HI 2LOW 3OFF** shows in the display. The default setting is **HI**.
3. Use the touch tone pad on the handset to select 1, 2 or 3, or use the CALLER ID-VOLUME (▼ or ▲) button to scroll to your selection. 4. Press the MUTE/PROG button to save your selection. You will hear a confirmation tone and the new volume setting shows in the display.

NOTE: If you turn the ringer OFF, the ringer off icon shows in the display.

VIP Melody

This feature allows you to assign a specific melody to someone you want to get your attention when the person calls. When a VIP melody is assigned and that person calls, the unit rings the normal ring for the first ring and then follows with VIP melody ring. You may choose from ten different polyphonic melodies and may store up to 10 VIP records.

NOTE: This feature ONLY works when the following conditions are met.

1. You have subscribed to Caller ID.
2. You have your Caller ID record previously transferred to the memory. (Refer to Storing CID Records in Internal Memory.)

NOTE: If the memory location does not contain any CID memory records and you are trying to mark a specific record as VIP MELODY, then SELECT MEMORY will not be displayed. Instead, NO USER MEMORY will display in prompt to alert the user.

- From the Handset Setup Menu:
1. Press the CALLER ID-VOLUME (▼ or ▲) button to scroll to VIP MELODY sub-menu.
 2. Press MUTE/PROG button to select **VIP MELODY** feature and then display VIP 1 record. -If VIP1 does NOT contain any specific number/records, it will display ****EMPTY****.
 3. Press CALLER ID-VOLUME (▼ or ▲) button to select the specific VIP melody memory location (10 VIP locations) that does not contain any record.
 4. Press MUTE/PROG button to display **SELECT MEMORY**.

NOTE: If the memory location does not contain any CID memory records and you are trying to mark a specific record as VIP MELODY, then SELECT MEMORY will not be displayed. Instead, NO USER MEMORY will display in prompt to alert the user.

5. Press CALLER ID-VOLUME (▼ or ▲) button to view the records from memory to be selected as VIP.
6. Press MUTE/PROG button to confirm and then display **VIP MELODY 01** to wait for the melody tone selection.
7. Press CALLER ID-VOLUME (▼ or ▲) button to select from melody 01 to melody 10 (a testing tone is generated while making melody selection)
8. Press MUTE/PROG button to confirm.

NOTE: If the desired number/record was previously stored in any one of the ten VIP melody records, DUPLICATE NUMBER shows in the display.

Changing a Stored VIP Melody Record

Use the Storing VIP Melody procedure to change the number of a selected record and replace the old phone number with new phone number.

When **REPLACE VIP# ?** shows in the display, you must press MUTE/PROG button on the handset to confirm replacement.

NOTE: If the desired number/record was previously stored in any one of the ten VIP melody records, DUPLICATE NUMBER shows in the display.

Reviewing And Deleting Stored VIP Melody Record

1. Press the CALLER ID-VOLUME (▼ or ▲) button to scroll to VIP MELODY sub-menu.
2. Press MUTE/PROG button to select **VIP MELODY** feature and then display VIP 1 record.
3. Use the CALLER ID-VOLUME (▼ or ▲) button to scroll to the desired VIP Melody Record.
4. If you want to delete the information, press the DELETE button on the handset while the entry displays. The display shows **DELETE VIP# ?**.
5. Press DELETE again to confirm. You will hear a confirmation tone and **VIP# DELETED** shows in the display.

Key Tone

From the Handset Setup Menu:

1. Press the CALLER ID-VOLUME (▼ or ▲) button to scroll to the KEY TONE sub-menu.
2. Press MUTE/PROG button to enter the menu. **SET KEY TONE ▶ 1ON 2 OFF** shows in the display. The default setting is **1ON**.
3. Use the touch tone pad on the handset to select 1 or 2, or use the CALLER ID-VOLUME (▼ or ▲) button to scroll to your selection.
4. Press the MUTE/PROG button to confirm and the key tone setting shows in the display.

Area Code

From the Handset Setup Menu:

1. Press the CALLER ID-VOLUME (▼ or ▲) button to scroll to the AREA CODE sub-menu.
2. Press MUTE/PROG button to enter the menu. **SET AREA CODE - - -** shows in the display. The default setting is **- - -**.
3. Use the touch-tone pad to enter your 3-digit area code.
4. Press the MUTE/PROG button to confirm. You will hear a confirmation tone and the new area code shows in the display.

NOTE: To restore the default setting to **- - -**, press and release DELETE when **SET AREA CODE** shows in the display.

Registration

Your packaged handset(s) are pre-registered and ready to use. It is not recommended that a handset be registered again unless absolutely necessary.

From the Handset Setup Menu:

1. Press the CALLER ID-VOLUME (▼ or ▲) button to scroll to the REGISTRATION sub-menu.
2. Press the MUTE/PROG button to enter the menu. **REGISTRATION 1YES ▶ 2NO - - -** shows in the display. The default setting is **2NO**.
3. Use the touch-tone pad to select 1 for YES or 2 for NO. Or use the CALLER ID-VOLUME (▼ or ▲) button to scroll to **1YES** or **2NO**.
4. If you select **1YES**, press the MUTE/PROG button to confirm your selection. **HOLD BASE PAGE WAIT FOR BEEP** shows in the display. (Your handset should be held near the base during registration process.)
5. Press and hold the page button on the base unit until you hear a tone at the handset. **HANDSET X REGISTERED** shows in the handset display, where **X** is the handset number. You may now rename your handset. (Refer to Step 3 & 4 of Handset Name Section)

De-Registration

De-registration cancels registration. During the de-registration process, keep the handset near the base.

From the Handset Setup Menu:

1. Press the CALLER ID-VOLUME (▼ or ▲) button to scroll to the DEREGISTRATION sub-menu.
2. Press the MUTE/PROG button to enter the menu. **DEREGISTRATION 1YES ▶ 2NO - - -** shows in the display. The default setting is **2NO**.
3. Use the touch-tone pad to select 1 for YES or 2 for NO. Or use the CALLER ID-VOLUME (▼ or ▲) button to scroll to **1YES** or **2NO**.
4. Select **NO**, if you do not want to de-register.
5. If you select **1YES**, press the MUTE/PROG button and **MOVE NEAR TO BASE** displays for 2 seconds, then **CONFIRM? 1YES 2NO** appears in the display.
6. Press the touch-tone pad to select **1YES** or **2NO**, or use the CALLER ID-VOLUME (▼ or ▲) button to scroll to **1YES** or **2NO**.
7. If you select YES, press the MUTE/PROG button to confirm. You will hear a confirmation tone. Then **HANDSET X DEREGISTERED** shows in the display to confirm the handset is deregistered.

WARNING: It is not recommended that a handset be de-registered unless absolutely necessary because once a handset is de-registered, that handset's telephone features cannot be used until the handset is re-registered.

NOTE: When you complete the de-registration process, **HANDSET NEEDS REGISTRATION** shows in the display. To use the handset, you MUST re-register the handset using the Registration process.

Global De-registration (applicable only with additional handsets)

If one or more handsets becomes lost, you should de-register all handsets to ensure proper system operation. Follow the steps below to de-register all handsets at the same time.

1. Make sure the phone is **OFF** (not in talk mode).
2. Press the #PAUSE/RINGER button to display **HI 2LOW 3OFF**.
3. Use the touch tone pad on the handset to select 1, 2 or 3, or use the CALLER ID-VOLUME (▼ or ▲) button to scroll to your selection. **HI** is the default setting.
4. Press #PAUSE/RINGER button again to save and display the new selection for a few seconds.

WARNING: It is not recommended that a handset be de-registered unless absolutely necessary because once a handset is de-registered, that handset's telephone features cannot be used until the handset is re-registered.

1. Press and hold the page button on the base until the CHARGE/IN USE indicator on the base flashes.
2. Press and hold the page button on the base again until the CHARGE/IN USE indicator on the base flashes rapidly.
3. Press and release the page button on the base once. All handsets are de-registered and **HANDSET NEEDS REGISTRATION** shows in the display.

Default Setting

As you become familiar with this system, you may prefer to use the system's original settings. Follow the steps below to return to the factory default settings.

From the Handset Setup Menu:

1. Press the CALLER ID-VOLUME (▼ or ▲) button to scroll to the **DEFAULT SETTING** sub-menu.
2. Press the MUTE/PROG button to enter the menu. **DEFAULT SETTING 1YES 2NO** shows in the display. The default setting is **2NO**.
3. Use the touch-tone pad to select **1YES** or **2NO**, or use the CALLER ID-VOLUME (▼ or ▲) button to move the cursor to **1YES** or **2NO**.

NOTE: If you choose YES all the settings in the programmable menu are returned to factory default setting.

4. Press the MUTE/PROG button to save your selection. You will hear a confirmation tone.

Telephone Operation

Charge/In Use Indicator

The phone is **ON** when the LED indicator on the handset and the CHARGE/IN USE indicator on the base is lit. The handset and base indicators flash when you receive a call.

Speakerphone Operation

NOTE: If you are using the speakerphone, remain close to handset so the party you are speaking to can hear you.

If you are using the handset and want to switch to the speakerphone, press the SPEAKER button, press SPEAKER again to end conversation.

If you are using the speakerphone and want to switch to the handset, press the TALK/CALL BACK button, press TALK/CALL BACK again to end conversation.

Making a Call

1. Press the TALK/CALL BACK or SPEAKER button. Dial the desired number.
- OR -

Dial the number first, then press the TALK/CALL BACK or SPEAKER button.

- OR -

Press the CALLER ID-VOLUME (▼ or ▲) button to select the desired record, then press the TALK/CALL BACK or SPEAKER button

4. When finished, press the TALK/CALL BACK or SPEAKER button to hang up.

NOTE: You may enter up to 32 pre-dial digits.

NOTE: If you want to delete the pre-dial number you entered, press the DELETE button until all of the digits are erased.

Answering Calls

1. When the phone rings, press the SPEAKER button on the handset
- OR -

pick up the handset and press the TALK/CALL BACK button.

2. When finished, press SPEAKER or TALK/CALL BACK to hang up.

Base Paging

Use the base-only to page all registered handsets at the same time.

1. Press the page button on the base. All handsets beep for two minutes, and **PAGING FROM BASE** shows on each handset's display.
2. To cancel

5. When finished, press the *EXIT button or INTERCOM button on either handset to deactivate the intercom.

NOTE: The system is expandable up to 4 handsets (by purchase of optional Model 28001 handset with recharge cradle). When 4 handsets are registered, the system can handle 2 separate intercom operations at once, for example, 1st handset intercoms with 2nd handset while 3rd handset intercoms with 4th handset.

Receiving an Intercom Call

When you receive an intercom call, your handset beeps. To answer the call press the INTERCOM button or TALK/CALL BACK button.

Advanced Intercom Features

Receiving an Incoming Call During an Intercom Call

If you receive a telephone call during an intercom call, the intercom call is immediately terminated and both handsets ring. Either handset user may press the TALK/CALL BACK button to answer the call.

Using Intercom with External Telephone Calls

During a telephone call, you may use the intercom/paging function to page another handset and have an off line, private two-way intercom conversation. You may also have a three-way conversation between the external caller and the handsets, or you may transfer the external telephone call to another handset.

NOTE: Before you intercom/page another handset, you must decide whether you want to create a two-way or a three-way conversation.

Two-Way Calling

1. During an external call, press the INTERCOM button, and use the touch-tone pad to enter the handset number you want to call.

NOTE: The receiving handset presses the INTERCOM button to answer the intercom call. Both intercom users may speak privately. The external caller will not hear the intercom conversation.

2. When finished, press the *EXIT button or INTERCOM button to end the intercom call, return to the talk mode, and resume your original telephone conversation.

Three-Way Calling

1. During an external call, press the INTERCOM button. **LINE ON HOLD EXTENSION?** shows in the display.

2. Use the touch-tone pad to select Handset #. You will hear a paging tone and **PAGING** shows in the originating handset's display.

NOTE: PAGING FROM... shows in the display on the receiving handset, and the receiving handset presses the INTERCOM or TALK/CALL BACK button to answer the intercom.

3. When the receiving handset connects, press the FORMAT/CONF button on the originating handset to conference with the receiving handset and the external caller. **CONFERENCE** shows in the display on the originating and receiving handsets.

NOTE: A handset can enter conference mode directly by pressing TALK/CALL BACK on the second handset during a call.

Transferring External Calls to Other Handsets

During an external call, you may transfer the external call to another handset.

1. Press the INTERCOM button on the originating handset to put an external call on hold, and then page the receiving handset.

2. Use the touch-tone pad on the handset to select Handset #. You will hear a paging tone. **PAGING** shows on the originating handset's display, and **PAGING FROM...** shows on the receiving handset's display.

3. When the receiving handset connects, press the TALK/CALL BACK button on the originating handset to transfer the call.

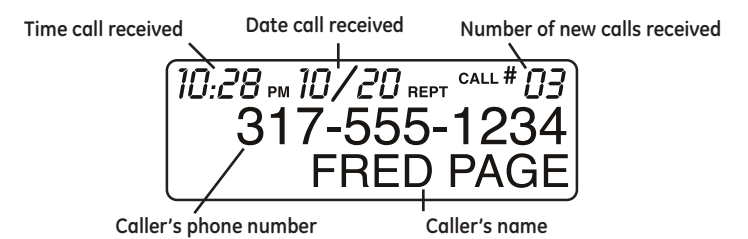
-OR-

4. Press the TALK/CALL BACK button on the originating handset to transfer the call. If the receiving handset does not answer within 30 seconds, the originating handset rings back and displays **CALLBACK**. If the originating handset does not answer within 20 seconds, the call is automatically dropped.

CALLER ID (CID)

IMPORTANT: In order to use this unit's Caller ID features, you must subscribe to either the standard Name/Number Caller ID Service or Call Waiting Caller ID Service. To know who is calling while you are on the phone, you must subscribe to Call Waiting Caller ID Service.

This unit receives and displays information transmitted by your local phone company. This information can include the phone number, date, and time; or the name, phone number, date, and time.



Call Waiting Caller ID

Provided you subscribe to Call Waiting Caller ID service from your phone company; if you receive an incoming call and you are using the GE multi handset system, a beep indicates the presence of a Call Waiting call on the line. The Call Waiting Caller ID information will be displayed and stored in the history of all handsets in the system.

• When you hear the call waiting beep in the handset receiver, press the FLASH button to put the current call on hold and answer the incoming call. Press FLASH again to return to the original call.

Receiving CID Records

When you receive a call, the Caller ID information is transmitted between the first and second ring. The Caller ID information appears on the display while the phone rings, giving you a chance to monitor the information and decide whether or not to answer the call.

Storing CID Records (In CID Memory)

If you are not at home or cannot answer, your telephone's Caller ID memory stores the data for the 40 most recent calls you received so you can see who called while you were unavailable. When the 41st call is received, the oldest Caller ID record (1st call) is automatically deleted.

You may review the stored information at any time. Calls received since your last review show as **NEW** in the display. Calls that have not been previously reviewed but were received from the same number more than once show as **REPT** in the display.

Reviewing CID Records

As calls are received and stored, the display is updated to let you know how many calls have been received. To scroll CID records:

- Make sure the phone is **OFF** (not in talk mode).
- Press the CALLER ID-VOLUME (▼) button to review the newest CID record.
- Press the CALLER ID-VOLUME (▲) button to review the oldest CID record first.

Dialing a CID Number

1. Make sure the phone is **OFF** (not in TALK mode).- Use the CALLER ID-VOLUME (▼ or ▲) button to display the desired record.
- Press the TALK/CALL BACK or SPEAKER button. The number dials automatically.

NOTE: Depending on (a) how the incoming caller's phone number is formatted when it is received, and (b) whether or not you previously pre-programmed your local area code into the set up menu, you may need to adjust the format of the incoming caller's stored phone number before making the call, press the FORMAT/CONF button to adjust the number, and try again.

Available formats include:

Number of digits	Explanation	Example
Eleven digits	long distance code "1" +3-digit area code +7-digit telephone number.	1-317-888-8888
Ten digits	3-digit area code + 7-digit telephone number.	317-888-8888
Seven digits	7-digit telephone number.	888-8888

Storing CID Records in Internal Memory

You may also store CID information in the phone's internal memory.

NOTE: It is important that you format CID records correctly BEFORE storing in internal memory as you cannot reformat CID records stored in memory.

- Make sure the phone is **OFF** (not in talk mode).
- Use the CALLER ID-VOLUME (▼ or ▲) button to scroll to the desired CID record.
- Press the Memory button to display **SELECT MEMORY 01-50**.
- Use the touch-tone pad to enter a memory location to store the number in that memory location. You will hear a confirmation tone.

NOTE: If the memory location is occupied, REPLACE MEMO? is displayed, and you must confirm replacement by pressing the MEMORY button.

NOTE: Press the *EXIT button once to keep the previous setting (making no changes) and return to the menu.

NOTE: If the selected CID record contains any information that is non-numeric, the unit will not allow this record to transfer to the internal user memory. The handset will display UNABLE TO STORE.

To Replace a Stored CID Record

- Repeat steps 1 through 3 in Storing CID Records in Internal Memory. After you enter the memory location, **REPLACE MEMO?** shows in the display.
- Press the Memory button again, and the new CID record replaces the old memory in that location. You will hear a confirmation tone.

Deleting a CID Record

- Make sure the phone is **OFF** (not in TALK mode).
- Use the CALLER ID-VOLUME (▼ or ▲) button to display the CID record you want to delete.
- Press the DELETE button. The display shows **DELETE CALL ID?**
- Press the DELETE button to erase the record showing in the display. The display shows **DELETED**.

NOTE: Press the *EXIT button to return to the standby mode.

Deleting All CID Records

- Make sure the phone is **OFF** (not in TALK mode).
- Use the cid/vol (- or +) button to display any Caller ID record.
- Press and hold the DELETE button until **DELETE ALL?** shows in the display.
- Press DELETE button to erase all of the current CID records. The display shows **DELETED** with **NO CALLS**.

NOTE: Press the *EXIT button to return to the standby mode.

MEMORY

Each handset can store up to fifty 20-digit numbers with up to 15-character names in memory for quick dialing. This memory feature is in addition to the CID memory log, which stores up to 40 CID records in each handset.

Storing a Name and Number in Memory

- Make sure the phone is **OFF** (not in talk mode).
- Press the MEMORY button to display **SELECT MEMORY 01-50**.
- Press the desired memory location button (01 through 50) or use the CALLER ID-VOLUME (▼ or ▲) button to scroll to desired the memory location.

NOTE: If the memory location is occupied, the memory location number and stored name and telephone number shows in the display. If the memory location is empty, EMPTY shows in the display.

-OR-

- Press the MEMORY button. The display shows **ENTER NAME**.
- Use the touch-tone pad to enter a name (up to 15 characters). More than one letter is stored in each of the number keys. For example, to enter Bill Smith, press the 2 key twice for the letter B, press the 4 key 3 times for the letter I, press the 5 key 3 times for the letter L. Press the 5 key 3 times for the second letter L, and press the 1 key to insert a space between the first and last name. Press the 7 key 4 times for the letter S; press the 6 key once for the letter M; press the 4 key 3 times for the letter I; press the 8 key for the letter T; press the 4 key twice for the letter H.

NOTE: If you make a mistake press the DELETE button to backspace and erase the wrong character(s) or number(s).

- Press the MEMORY button to confirm and save the record. The display shows **ENTER TEL NUMBR**.

7. Use the touch-tone pad to enter the telephone number (up to 20 digits, including pauses (press #PAUSE button), and press the MEMORY button again to save the record. The unit beeps to confirm.

NOTE: The system treats PAUSES as delays or spaces in the dialing sequence.

- To enter another name and number in a different memory location, return to step 2 and repeat the process.

Storing the Last Number Dialed

You may transfer all three redial numbers into internal user memory.

- Make sure the phone in **OFF** (not in TALK mode).
- Press REDIAL button to display the most recent redial number.
- Use the CALLER ID-VOLUME (▼ or ▲) button to scroll to desired redial number.
- Press MEMORY button to display **SELECT MEMORY 01 - 50**.
- Use touch-tone pad to enter two digit desired memory location (01 through 50). Display will show **ENTER NAME**.
- Follow step 5 in the "Storing a Name and Number in Memory" section to enter name.

NOTE: If the memory location is occupied, REPLACE MEMO? is displayed, and you must confirm replacement by pressing the MEMORY button.

- Press MEMORY button to save.
- To enter another name and number in a different memory location, return to step 2 and repeat the process.

NOTE: If the redial number has more than 20 digits, it cannot be stored in memory.

Inserting a Pause in the Dialing Sequence (of a Stored Number)

Press the #PAUSE/RINGER button on the handset's touch-tone pad to insert a delay in dialing sequence when a pause is needed to wait for a dial tone (for example, after you dial 9 for an outside line, or to wait for a computer access tone.) Each pause counts as one digit in the dialing sequence.

Reviewing Records Stored in Memory

- Make sure the phone is **OFF** (not in talk mode).
- Press the MEMORY button to display **SELECT MEMORY 01-50**.
- Press the CALLER ID-VOLUME (▼ or ▲) buttons to scroll the records, or use the handset's touch-tone pad to enter the memory location number.
- Insert the new battery pack and connect the cord to the jack inside the battery compartment.
- Put the battery compartment door back on.

Changing Records Stored in Memory

Follow the procedure for Storing Names and Numbers in Memory, except replace a stored telephone number with a new one.

Deleting Records Stored in Memory

- Make sure the phone is **OFF** (not in talk mode).
- Press the MEMORY button to display **SELECT MEMORY 01-50**.
- Press the CALLER ID-VOLUME (▼ or ▲) button to scroll to the record you want to delete or use the touch-tone pad to enter the desired memory location.
- Press the DELETE button to mark the record for deletion. The display shows **DELETE?**
- Press the DELETE button to delete the record. **DELETED** shows in the display.

NOTE: If you don't want to change or delete a record, simply press the *EXIT button, or wait for one minute to exit the review mode automatically.

- Remove batteries if storing over 30 days.

Dialing a Number from Memory

- Make sure the phone is **ON** (in talk mode) by pressing the TALK/CALL BACK or SPEAKER button.
- Press the MEMORY button to display **MEMO # - -**.
- Use the touch tone pad to enter the memory location number. The number dials automatically.

-OR-

- Make sure the phone is **OFF** (not in talk mode).
- Press the MEMORY button to display **SELECT MEMORY 01-50**.
- Press the memory location for the phone number you want to dial, or use the CALLER ID-VOLUME (▼ or ▲) button to scroll to the number you want to dial.
- Press the TALK/CALL BACK or SPEAKER button. The number dials automatically.

Chain Dialing from Memory

Use this feature to make calls from records stored in memory which require a sequence of numbers, such as a calling card number used for a frequently called long distance number. The following example shows how you can store each part of the dialing sequence and use chain dialing to make a call through a long distance service:

The Number For	Memory Location
Long Distance Access Number	7
Authorization Code	8
Frequently called long distance number	9

- Make sure the phone is **ON** (in talk mode) by pressing the TALK/CALL BACK or SPEAKER button.

- Press the MEMORY button, and then press 07.

- When you hear the access tone, press the MEMORY button, and then press 08.
- At the next access tone, press the MEMORY button and then 09.

BELT CLIP AND OPTIONAL HEADSET

Connecting the Belt Clip

- To attach the belt clip, insert the sides of the belt clip into the slots on each side of the headset.
- Snap the ends of the belt clip into place.

Connecting an Optional Headset to the Handset

Each handset can be used with an optional headset hands free operation.

- Connect the headset to the headset jack on the side of the handset. The handset receiver and microphone are disabled when the headset is connected.
- Adjust the headset to rest comfortably on top of your head and over your ear. Move the microphone to approximately two to three inches from your mouth.
- Press the TALK/CALL BACK button to answer a call or make calls using the headset.
- To return to normal operation, unplug the headset from the jack.

CHARGING THE BATTERY

CAUTION: To reduce the risk of fire or personal injury, use only the Thomson Inc. approved Nickel-metal Hydride (Ni-MH) battery model 5-2660, that is compatible with this unit.

- Make sure the telephone is **OFF** (not in TALK mode) before you replace battery.
- Remove the battery compartment door.
- Disconnect the cord attached to the battery pack and remove the battery pack from the handset.
- Insert the new battery pack and connect the cord to the jack inside the battery compartment.
- Put the battery compartment door back on.
- Place handset in the base or handset charge cradle to charge. **Allow the handset battery to properly charge (for 16 hours) prior to first use or when you install a new battery pack. If you do not properly charge the phone, battery performance will be compromised.**

Battery Safety Precautions

- Do not burn, disassemble, mutilate, or puncture. Like other batteries of this type, toxic materials could be released which can cause injury.
- To reduce the risk of fire or personal injury, use only the Nickel-metal Hydride battery listed in the User's Guide.
- Keep batteries out of the reach of children.
- Remove batteries if storing over 30 days.

NOTE: The RBRC seal on the battery used in your Thomson Inc. product indicates that we are participating in a program to collect and recycle the rechargeable battery (or batteries). For more information go to the RBRC web site at www.rbrc.org or call 1-800-8-BATTERY or contact a local recycling center.

Display Messages

The following messages shows the status of the phone, provides Caller ID information, or helps you set up and use your phone.

BLOCKED CALL / NAME / NUMBER
CHARGING...

DELETE ALL?
DELETE CALL ID?

DELETE?

DUPLICATE NUMBER

END OF LIST

ENTER NAME

ENTER TEL NUMBR

NEW

HANDESET NAME

HANDESET NEEDS REGISTRATION

INCOMPLETE DATA

LINE IN USE

LONG DISTANCE

LOW BATTERY

MESSAGE WAITING

MSG WAITING OFF

NEW CALL XX

NO BATTERY

NO CALLS

NO DATA

NO USER MEMORY

OUT OF RANGE

ROOM MONITORING....

PAGING or PAGING FROM

REPT

SEARCHING

SPKR

UNKNOWN CALLER/ NAME/NUMBER

CAUTION: To reduce the risk of fire or personal injury, use only the Thomson Inc. approved Nickel-metal Hydride (Ni-MH) battery model 5-2660, that is compatible with this unit.

- Make sure the telephone is **OFF** (not in TALK mode) before you replace battery.
- Remove the battery compartment door.
- Disconnect the cord attached to the battery pack and remove the battery pack from the handset.
- Insert the new battery pack and connect the cord to the jack inside the battery compartment.
- Put the battery compartment door back on.
- Place handset in the base or handset charge cradle to charge. **Allow the handset battery to properly charge (for 16 hours) prior to first use or when you install a new battery pack. If you do not properly charge the phone, battery performance will be compromised.**

Handset Sound Signals

Signal	Meaning
A long warbling tone (with ringer on)	Signals an incoming call
Three short beeps (several times)	Page signal
One beep every 7 seconds	Low battery warning

Troubleshooting Guide

Telephone Solutions

No dial tone

- Check or repeat installation steps:
 - Make sure the base power cord is connected to a working electrical outlet. Make sure the telephone line cord is connected to the base and the wall jack.
 - Connect another phone to the same jack. If it doesn't work, the problem might be your wiring or local service.
- The handset may be out of range of the base. Move closer to the base.
- Make sure the battery is properly charged (for 16 hours).
- Make sure the battery pack (in the handset) is properly installed.
- The handset should beep when you press the TALK/CALL BACK button, and the charge indicator on the base should be lit when the handset rests in the cradle. If not, the battery may need to be charged.
- Place handset in charge cradle for at least 20 seconds to reset the unit.

Handset does not ring

- Make sure the handset ringer software switch is set to on.
- The handset may be out of range of the base. Move closer to the base.
- You may have too many extension phones on your line. Try unplugging some extensions.
- Check for a dial tone.

You experience static, noise, or fading in and out

- The handset may be out of range of the base. Move closer to base.
- Make sure base is not plugged into an electrical outlet with another household appliance. If necessary, relocate the base.
- Charge the battery (for 16 hours).

Unit beeps

- Clean the charging contacts on the cordless handset and base charge cradle with a soft cloth or an eraser.
- See solutions for "No dial tone " on previous page.

- Replace the battery.

Memory dialing doesn't work

- Did you program the memory location keys correctly?

Indicates you must register a non-registered handset prior to use.

Call information is interrupted during transmission or the phone line is excessively noisy.

Displays on handset while the line is in use.

Indicates CID record is from a long distance call.

Indicates the battery needs to be charged.

Indicates voice mail has not been retrieved from service provider.

Indicates voice mail has been retrieved from service provider.

XX represents the number of new CID records not reviewed.

Indicates the battery is not properly installed in the handset, or the battery pack is not properly connected to the jack inside the battery compartment.

Indicates there are no CID records in memory.

Indicates no CID information was received, you are not subscribed to CID service, or CID service is not working.

Indicates the memory location contains no user memories and the user is trying to mark a specific user record for VIP MELODY.

Indicates handset is too far away from the base. Move closer to the base.

The audio link between handsets is established.

Someone pressed the PAGE button on the base or INTERCOM button on the handset

Indicates a repeat call message. Indicates a new call from the same number was received more than once.

Indicates handset is searching for the base.

Indicates the handset is in speakerphone mode.

Indicates incoming call is from an area not serviced by CID or the CID information was not sent.

• Did you follow proper dialing sequence?

Unit locks up and no communication between the base and cordless handset

- Unplug the power adaptor from the electrical outlet and the back of the base. Remove the handset battery. Wait for 30 seconds and plug the power adaptor back into the base and electrical outlet. Reconnect the battery and charge for 16 hours.

Charge Indicator on the Base Flashes

- Provided your phone company offers voice messaging service and you subscribe to it, the charge indicator on the base flashes when the phone is not in use to indicate there is a message waiting. It's stops flashing after the message has been reviewed.

Caller ID Solutions

No Display

- Charge the battery (for 16 hours). Or replace the battery.
- Make sure the unit is connected to a non-switched electrical outlet. Disconnect the power adaptor from the base and reconnect it.

Caller ID Error Message

- The unit displays this message if it detects anything other than valid Caller ID information during the silent period after the first ring. This message indicates the presence of noise on the line.

No Caller ID

- You must be subscribed to the standard Name/Number Caller ID service from your local telephone company to receive CID information.

Battery

If you experience any of the following problems, even after recharging the battery, you may need to replace the battery pack:

- Short talk time
- Poor sound quality
- Limited range
- Charge indicator fails to turn on